



राजपत्र, हिमाचल प्रदेश (असाधारण)

हिमाचल प्रदेश राज्य शासन द्वारा प्रकाशित

शिमला, शनिवार, 2 जुलाई, 2005/11 आषाढ़, 1927

हिमाचल प्रदेश सरकार

HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

Shimla, the 1st July, 2005

No. HPERC/ 401.—The following draft regulations, which the Himachal Pradesh Electricity Regulatory Commission proposes to make, in consultation with the licensees and the persons likely to be affected, in exercise of the powers conferred by sub-section (1)

of section 181 and Clauses (za) and (zb) of sub-section (2) of section 181 read with sub-section (1) of section 57, section 58, section 59 and clause (i) of sub-section (1) of section 86 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, are hereby published, as required by sub-section (3) of Section 181, read with sub-section (1) of section 57, of the said Act, for the information of all the persons likely to be affected thereby; and, notice is hereby given that the said draft regulation will be taken into consideration after the expiry of thirty days from the date of their publication in the Rajpatra, Himachal Pradesh, together with any objections or suggestions which may within the aforesaid period be received in respect thereto.

The objections or suggestions in this behalf should be addressed to the Secretary, Himachal Pradesh Electricity Regulatory Commission, Keonthal Commercial Complex, Khalini, Shimla – 171002.

DRAFT REGULATIONS

1. Short title, commencement and extent.—(1) These regulations shall be called the Himachal Pradesh Electricity Regulatory Commission (Distribution Licensees' Standards of Performance) Regulations, 2005.

(2) These regulations shall be applicable to all distribution licensees engaged in distribution of electricity in the State of Himachal Pradesh.

(3) These regulations shall extend to the whole of the State of Himachal Pradesh.

(4) These regulations shall come into force from the date of their publication in the Rajpatra, Himachal Pradesh.

2. Definitions .— In these regulations, unless the context otherwise requires,—

(1) "Act" means the Electricity Act 2003 (36 of 2003);

(2) "area of supply" means the area within which a distribution licensee is authorised by his license to supply electricity;

(3) "Commission" means the Himachal Pradesh Electricity Regulatory Commission;

(4) "call centre" means the place or office set up by the distribution licensee to register and attend complaints;

(5) "complainant" includes,—

(i) a consumer; or

(ii) any voluntary consumer association or associations, registered under the Company Act, 1956 or under any other law for the time being in force; and making the complaint in the larger interest of the consumers;

- (iii) one or more consumers, where there are numerous consumers having the same interest;
- (iv) in case of death of a consumer, his legal heirs or representatives; who or which makes the complaint;
- (v) any consumer(s)/voluntary consumer associations(s) where the licensee does not register or fails to register the complaint of such consumer(s)/voluntary consumer association(s)
- (vi) any applicant for a new connection for the supply of electricity; or any person whose electricity connection is disconnected.

(6) "complaint" means an allegation made by a complainant either in writing, including e-mail and facsimile modes, in a Call Centre, or verbally over phone, if such numbers are specified by a distribution licensee for lodging complaints, or by visiting personally such offices of the distribution licensee which are designated by the distribution licensee for registering the complaints with regard to,—

- (i) any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which has been undertaken to be performed by the distribution licensee in pursuance of a licence and/or any contract or agreement or under the Electricity Supply Code or in relation to the standards of performance of distribution licensees, specified by the Commission;
- (ii) any unfair trade practice or a restrictive trade practice which has been adopted by the distribution licensee in providing electricity service;
- (iii) any case where distribution licensee has charged price in excess of the price, fixed by the Commission, for supply of electricity and allied services;
- (iv) any case where the distribution licensee has recovered the expenditure incurred in excess of charges approved by the Commission, in providing any electric line or electric plant;
- (v) any case in which the electricity service provided by the distribution licensee, may be unsafe or hazardous to public life and is in contravention of the provisions of any applicable law including safety code, rules and regulations, as prescribed by competent authorities under the relevant laws or established through prudent industry practices.

(7) "consumer" means any person who is supplied with electricity for his own use by a distribution licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a distribution licensee, the Government or such other person, as the case may be;

(8) "control centre" means a centre established for compilation, evaluating, ranking and analysis of performance of 'responsibility centres' established at the Headquarters of the distribution licensees;

(9) "distribution licensee", means a licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in the areas of supply and includes a person deemed to be a licensee under section 14 of the Act;

(10) "dispute" means where the distribution licensee or his employees, against whom a complaint has been made, denies or disputes, the allegations contained in the complaint and includes failure of a commercial negotiation between complainant and distribution licensee within the scope of the Electricity Act 2003, and Codes, standards and regulations as framed by the Commission;

(11) "electricity supply code" means the electricity supply code specified under section 50 of the Act;

(12) "forum" means Forum for the Redressal of Grievances of the Consumers constituted by the distribution licensee under sub-section (5) of section 42 of the Act;

(13) "grievance" shall mean a grievance of the complainant arising out of the failure of the distribution licensee to register or redress a complaint, and shall include any dispute between the complainant and the distribution licensee with regard to any complaint or with regard to any action taken by the distribution licensee in relation to or pursuant to a complaint;

(14) "responsibility centre" means a Circle Unit of the distribution licensee headed by an officer not below the rank of the Superintending Engineer;

(15) "schedule" means the schedule to these regulations; and

(16) other words and expressions used in these regulations, not defined herein, but defined in the Act or in the Himachal Pradesh Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers) Regulations, 2003 shall have the same meaning as are assigned to them in the said Act or the regulations.

3. **Objective.**—These standards lay down the guidelines to maintain certain critical distribution system parameters within the permissible limits. These standards shall serve as guidelines for distribution licensees to operate their distribution system for providing an efficient, reliable, coordinated and economical system of electricity distribution and retail supply. The objectives of these performance standards are:—

- (a) to ensure that the distribution system performance meets a minimum standard which is essential for the consumers' installation to function properly;
- (b) to enable the consumers to design their systems and equipment to suit the electrical environment that they operate in;

- (c) to enhance the quality of the distribution system and services to meet acceptable standards in the short term and gradually moving towards improved standards in the long term;
- (d) to lay down back up standards alongwith the guaranteed standards of performance, to measure consumer centric initiatives undertaken by the distribution licensee in providing services, computerized call centres, mobile vans for fault attendance, comprehensive information database, infusion of technology like pre-paid meters and unmanned sub-stations ; and
- (e) to introduce Engineering Resource Management Concept to rationalize staff deployment in construction and operation and management functions and to initiate resource planning functions at the circle level.

4. Legal Provisions.—(1) The Commission, in pursuance of section 57, read with clause (i) of sub-section (1) of section 86 of the Act, shall specify the standards of performance of the distribution licensee, intending to serve as guidelines for them to operate their distribution system for providing quality and reliability of resources;

(2) The Commission, as required under sub-section (1) of section 57 of the Act, shall, after consultation with licensees and persons likely to be affected, specify standards of performance of a licensee or a class of licensees.

(3) If a licensee fails to meet the standards specified under sub-section (1) of section 57 of the Act, without prejudice to any penalty, which may be imposed, or prosecution be initiated, he shall be liable to pay to a person affected such compensation as may be determined under sub section (2) of section 57 by the Commission:

Provided that before determination of compensation, the concerned licensee shall be given reasonable opportunity of being heard.

(4) The Commission may, in exercise of the powers vested in it under section 58, specify different standards under sub-section (1) of section 57 of the Act for a class or classes of the licensees.

(5) Every licensee shall, within the period specified, under sub-section 59 of the Act, by the Commission, furnish to the Commission the following information, namely :—

- (a) the level of performance achieved under sub-section (1) of section 57 of the Act;
- (b) the number of cases in which compensation was made under sub-section (2) of section 57 of the Act and the aggregate amount of the compensation.

(6) The Commission shall at least once in every year arrange for publication, in such form and manner, as it considers appropriate, of such of information furnished to it under sub-regulation (5).

5. Standards of performance.— (1) Standards specified in Schedule-I shall be the guaranteed standards of performance, being the minimum standards of service which a licensee shall achieve and

maintain in discharge of his obligations as a distribution licensee. It aims at maintaining quality, continuity and reliability of services to its consumers at efficient levels specified by the Commission.

(2) The back-up standards are specified in Schedule-II in terms of financial, technical, engineering resource management, operational efficiency levels to be adopted by the management of the distribution licensee as per the best industry practices and international norms.

6. Compensation.—(1) If the distribution licensee fails to meet the guaranteed standards of performance as specified in Schedule-I, the distribution licensee shall pay to the affected person, the compensation mentioned against each of the standards of performance in the said Schedule-I.

(2) The distribution licensee concerned shall pay the compensation mentioned in sub-regulation (1), within ninety days of the failure of the distribution licensee to meet the guaranteed standards of performance either through adjustment against existing, current and/or future bills for supply of electricity or in such manner as the Commission may direct.

(3) The compensation mentioned against each item in Schedule-I is payable to the affected person without establishing the loss/damage suffered on account of failure of the distribution licensee to meet the guaranteed standards of performance and is without prejudice to any penalty which may be imposed or prosecution be initiated against the distribution licensee by the Commission.

(4) Any dispute with regard to the non-payment or delay in dispensation of compensation will be filed before the Forum for Redressal of Grievances of the Consumers.

(5) Notwithstanding compensation payable under sub-regulation (1), the affected person may initiate proceedings before the Commission for determination of the compensation for loss/damage suffered consequent of failure of the distribution licensee to meet the guaranteed standards of performance :

Provided that the Commission shall give a reasonable opportunity of being heard to the distribution licensee and the affected persons.

(6) The Commission may demand such additional information, evidence and summon records, logged data from the distribution licensee and/or affected persons for determination of compensation. The distribution licensee on demand shall furnish such records to the Commission.

(7) The Licensee shall maintain the record of compensation payable under sub-regulation (1) showing the name, consumer number and address of the affected person, amount of compensation payable and actually paid, mode of adjustment of compensation in bill as per sub-regulation (2) in each case (8). The liability of compensation under sub-regulation (1) shall be applicable from the first day of the month subsequent to the month in which these regulations come into effect.

(8) Compensation paid by the distribution licensee, which is attributed to negligence, inefficiency and for not exercising reasonable care and diligence by its employees as may be determined by the Commission would not be allowed as pass-through in ARR of the distribution licensee.

7. Complaint Handling Mechanism and Procedure for establishing violation of standards.—(1) The procedure for handling complaints and establishing violation of standards of performance by the distribution licensee specified in these regulations shall be as per Schedule-III.

(2) The various channels available for a consumer to address his grievances shall be as under:—

Sl. No.	Channels	Eligibility	Exceptions
1.	Internal Executive Dispute Resolution Mechanism (IEDRM): Dispute Settlement Committees	Complainant	
2.	Forum for Redressal of Grievances of the Consumers	Consumers whose grievance is not solved by the Internal Executive Dispute Resolution Mechanism (IEDRM) or complainant not satisfied with the order of the Internal Executive Dispute Resolution Mechanism (IEDRM).	(i) Consumers cannot approach the Forum directly without approaching the Internal Executive Dispute Resolution Mechanism (IEDRM) of the distribution licensee. (ii) Complaints mentioned in regulation 8 of the HPERC (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers) Regulations, 2003. (iii) Matters subjudice before any other Court, Tribunal/ statutory body.
3.	Electricity Ombudsman	(i) Any person aggrieved by an order made by the Forum (ii) Any person whose complaint is not redressed by the Forum within 90 days from the date of lodging of complaint.	Matters subjudice before any other Court, Tribunal or statutory body.

8. Implementation arrangements.— (1) For the purpose of guaranteed standards and back-up standards each operation Circle Unit of the distribution licensee shall be treated as a responsibility centre for overall performance. The officer heading the responsibility centre shall have total accountability and associated responsibility and authority for managing the actions and performance of the responsibility centre. In cases of centralized or specialized functions, the identified responsibility centers alongwith Nodal Officers have to be furnished by the distribution licensee.

(2) The operational head of the distribution licensee shall have overall responsibility for the implementing of standard of performance and he shall, to bring in the sense of ownership and competition

which are the essential ingredients for success of a business, set the performance parameters as well as benchmarks for improvement for each responsibility centre. The operational head of the distribution licensee shall establish one control centre under the officer not below the rank of Superintending Engineer for compilation, evaluating, ranking and analysis of performance of responsibility centre.

(3) Immediately after the commencement of these regulations, and under intimation to the Commission, the control centre shall develop uniform formats for data collection, compilation and evaluating of performance of the responsibility centres. The control centre shall prepare and circulate the procedures for compilation and computation of various standards and performance indicators alongwith uniform definitions and explanations of terms used for unambiguous interpretation by all the responsibility centers.

(4) The control centre shall monitor, evaluate, rank the circles and advise the responsibility centres for corrective measures. A monthly report for progressive monthly improvement made by the responsibility centre shall be prepared by the control centre.

9. Information on standards of performance.—(1) The distribution licensee shall furnish to the Commission, in a quarterly report and a consolidated annual report for each financial year, the following information as to the guaranteed standards of performance:—

- (a) the levels of performance achieved by the distribution licensee with reference to those specified in Schedule – I to these regulation;
- (b) the number of cases in which compensation was payable and the aggregate amount of the compensation paid and payable by the distribution licensee;
- (c) the number of claims preferred by the consumer against the distribution licensee for failure to meet the guaranteed standards of performance and the action taken by the distribution licensee including the reasons as to delay in payment, or non-payment of compensation for such claims.

(2) In the consolidated annual report, the distribution licensee shall report on the measures taken by the distribution licensee to improve performance areas, assessment of the targets to be imposed for the ensuing year, indicating responsibility centre-wise achievement of benchmark indicators analyzing the performance of each circle and ranking of circles with respect to each performance indicator set in Schedule – I

10. Exemptions.—(1) The guaranteed standards of performance specified in these regulations shall remain suspended during Force Majeure condition such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake or other force and strike, lockout, fire affecting the distribution licensee's installations and activities.

(2) The Commission may by a general or special order issued for the purpose, and after hearing the distribution licensee and such representatives of the affected consumer group as the Commission considers it to be appropriate, release the distribution licensee from the liability to compensate the consumers for any default in the performance of any standard, if the Commission is satisfied that such default is for reasons other than those attributable to the distribution licensee and that the distribution licensee had otherwise duly made efforts to fulfill his obligations.

11. Issue of orders and directions.—Subject to the provisions of the Act and these regulations, the Commission may, from time to time, issue orders and directions in regard to the implementation of these regulations and procedure to be followed on various matters.

12. Power to remove difficulties.—If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may, either *suo motu* or on an application made to it, by general or special order, do or undertake or direct the distribution licensee to do or undertake things, which in the opinion of the Commission are necessary or expedient for the purpose of removing the difficulties.

13. Power to amend schedules.—The Commission, may by an order at any time add, vary, alter, modify or amend any of the provisions of the schedules attached to these regulations.

14. Repeal and savings.—(1) The Complaint Handling Mechanism and Procedure approved by the Commission under sub-section (d) of section 22 of the Electricity Regulatory Commission's Act, 1998 (Act No. 14 of 1998) and adopted w.e.f. 11-02-2002 by the Himachal Pradesh State Electricity Board, is hereby repealed.

(2) Anything done or any action taken or purported to have been done or taken including any order, direction made or notice or issued by the Commission prior to the commencement of these regulations shall in so far as it is not inconsistent with the provisions of these regulations, be deemed to have been done or taken or issued under the corresponding provisions of these regulations.

(3) As far as the distribution licensee is concerned, notwithstanding any thing contrary contained in the HPERC (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumer) Regulations, 2003 framed by the Commission under Section 181 of Electricity Act 2003, these regulations shall have overriding effect.

(4) Nothing in these regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986 (68 of 1986).

By the Order of the Commission.

Sd/-
Secretary,
Himachal Pradesh Electricity Regulatory Commission.

SCHEDULE - I

[See regulations 2(15),5(1),6(3),9(1) and 13]

GUARANTEED STANDARDS OF PERFORMANCE**(1) Call Centre :**

Nature of Service / Standards	Maximum time limit for rendering service	Penalty/ Compensation to be levied
Call Centre :		
Establishment of Consumer Call Centres with appropriate Information, Communication and Technology backbone along with appropriate staffing of the same with following coverage area.		
Atleast one sub-division covered per Circle.	Within 6 months	Rs. 100/- per day for Circles not covered beyond 3 months* beyond expiry of the specified time.
Atleast one sub-division covered per Division.	Within 12 months	Rs. 100/- per day for Division not covered beyond 6 months* beyond expiry of the specified time.
All Sub-Divisions	Within 24 months	Rs. 100/- per day for not covered beyond 12 months* beyond expiry of the specified time.
First response against a Consumer Call.	2 Minutes	At the end of each month, average response time is to be analyzed and any delay in average response time beyond standard time allowed shall be subject to compensation at Rs. 10/ per minute delay for that Call Centre*.
Registration of Consumer Call	5 Minutes	At the end of each month, average time taken in registration of Consumer Call is to be analyzed and any delay beyond standard time allowed shall be subject to compensation at Rs. 10/ per minute delay for that Call Centre*.
Issue of Docket No.	5 Minutes	At the end of each month, average time taken in issue of Docket to be analyzed and any delay beyond standard time allowed shall be subject to compensation at Rs. 10/ per minute delay for that Call Centre*.
Intimation to consumer after attending call.		After attending the call, Call centre has the responsibility to intimate the consumer about the status of his complaints.

(2) Consumer Related Services :

Nature of Service/ Performance Standards	Maximum Time Limit for rendering service	Penalty or Compensation Leviable	Targeted Level of Standard of Performance
<u>Fuse-off /Fault Calls:</u>			
Cities/Towns	4 working hours	Rs. 5/- per affected consumer for every hour delay beyond 4 working hours subject to maximum Rs. 50/- per affected consumer per day.	99% of Fuse-off/ Fault complaints received.
Rural Areas	24 hours	Rs. 20/- per affected consumer per day beyond one day subject to maximum Rs. 50/- per affected consumer.	99% of Fuse-off/ Fault complaints received.
<u>Line Breakdowns:</u>			
Cities/Towns	(i) Where replacement of pole is not required: 24 Hrs.	Rs. 5/- per affected consumer per day for delay beyond one day subject to maximum Rs. 50/- per affected consumer.	95% of Line Breakdowns complaints received.
	(ii) Where replacement of pole is required: 48 Hrs.	Rs. 5/- per affected consumer per day for delay beyond two day subject to maximum Rs. 50/- per affected consumer.	90% of Line Breakdowns complaints received.
Rural Areas	(i) Where replacement of pole is not required: 24 Hrs.	Rs. 5/- per affected consumer per day for delay beyond one day subject to maximum Rs. 50/- per affected consumer.	90% of Line Breakdowns complaints received.
	(ii) Where replacement of pole is required: 72 Hrs.	Rs. 5/- per affected consumer per day for delay beyond three day subject to maximum Rs. 50/- per affected consumer.	85% of Line Breakdowns complaints received.

Nature of Service/ Performance Standards	Maximum Time Limit for rendering service	Penalty or Compensation Leviable	Targeted Level of Standard of Performance ¹
<u>Replacement of failed Distribution Transformer:</u>			
Cities/Towns	1 day	Rs. 20/- per affected consumer/day for delay beyond 1 day subject to maximum Rs. 100/- per affected consumer.	95% of number of transformers reported failed.
Rural Areas	3 days	Rs. 10/- per affected consumer/day for delay beyond 3 days subject to maximum Rs. 100/- per affected consumer.	95% of number of transformers reported failed.
<u>Replacement of damaged service line/wire:</u>			
Replacement of damaged service line	1 day	Rs. 20/- per day for delay beyond 1 day.	99% of damaged service line complains received.
<u>Complaints about meters :</u>			
<u>LT Consumers :</u>			
<u>Testing & Checking for Correctness of Meter :</u>			
Urban Area	7 days from lodging of complaint.	Rs. 50/- per day for delay beyond 7 days subject to maximum Rs.200/- per consumer.	90% of requests
Rural Area	15 days from lodging of complaint.	Rs. 50/- per day for delay beyond 15 days subject to maximum Rs.200/- per consumer.	90% of requests
<u>Defective/Stopped/Burnt Meter/Metering Equipment Replacement¹ :</u>			
<u>Urban Area :</u>			
Replacement not attributable consumer	7 days from the date of receiving information/lodging of the complaint.	Rs. 50/- per day for delay beyond specified period subject to maximum Rs.200/- per consumer.	90%

¹ In case of supply being affected due to burnt meters then replacement has to be undertaken within 1 day. Replacement of old electromechanical meters should be done by Electronic Meters or Pre Paid Meters Only.

Nature of Service/ Performance Standards	Maximum Time Limit for rendering service	Penalty or Compensation Leviable	Targeted Level of Standard of Performance
Where the cost is recoverable from the consumer or meter is to be supplied by the licensee.	7 days after the receipt of payment/availability of metering equipment.	Rs. 50/- per day for delay beyond specified period subject to maximum Rs.200/- per consumer.	90%
Rural Area :			
Replacement not attributable consumer	15 days	Rs. 50/- per day for delay beyond specified period subject to maximum Rs.200/- per consumer.	90%
Where the cost is recoverable from the consumer or meter is to be supplied by the licensee.	15 days after the receipt of payment/availability of metering equipment.	Rs. 50/- per day for delay beyond specified period subject to maximum Rs.200/- per consumer.	90%
H.T. Consumers :			
Replacement not attributable to consumer	Within 7 days after receipt of complaint provided meter is available with Licensee, otherwise within 1 month in any case.	Rs. 200/- per day for delay beyond specified period subject to maximum Rs.2000/- per consumer.	99%
Where the cost of is recoverable from the consumer.	Within 7 days after receipt of payment/supply of equipment provided meter is available with Licensee, otherwise within 1 month in any case.	Rs. 200/- per day for delay beyond specified period subject to maximum Rs.2000/- per consumer.	100%
When the consumer is required to supply the metering equipment.	7 days after delivery of metering equipment to the Licensee's office.	Rs. 200/- per day for delay beyond specified period subject to maximum Rs.2000/- per consumer.	100%
Complaints about consumer's bills :			
Urban Area	1 day – 10 Days	Rs. 5/ per consumer per day beyond 10 days delay subject to maximum Rs. 50/-	99% of complaints received.

Nature of Service/ Performance Standards	Maximum Time Limit for rendering service	Penalty or Compensation Leviable	Targeted Level of Standard of Performance
Rural Area	1 day - 15 Days	Rs. 5/ per consumer per day beyond 15 days delay subject to maximum Rs. 50/-	99% of complaints received

Note.— The compensation for items marked * shall be set kept aside by Licensee in a separate account and shall be applied against ARR for the ensuing year.

Exception: Tribal, remote, difficult and hard areas are not covered under the above Guaranteed Standards of Performance but the Licensee shall make all efforts and endeavors to fulfill the above obligations at the earliest.

3. Efficiency Parameters :

Parameters	Targeted Level of Standard of Performance
33/11 kV Power Transformers.	Not exceeding 1% in a year of the number of transformers in service at the beginning of year.
11/0.4 kV Distribution Power Transformers	Not exceeding 2% in a year of the number of transformers in service at the beginning of year.
% of Stopped/ Defective Meters	Not exceeding 5 % of the meters installed
% T & D Losses	Subject to Commission directions in ARR/Tariff Order
% Collection Efficiency	Annual Average of monthly collection efficiency not less than 95% LT Consumers – 95% HT & EHT consumers – 100% Where monthly collection efficiency = Amount realized divided by the amount assessed during month.

(3) Reliability & Quality of Power Supply :

Reliability of the distribution system operated by the Licensee shall be computed on the basis of number and duration of sustained interruptions in a year. In a power system, it may take a few minutes to restore power after transient faults or to reroute power in the network to restore supply to the affected area, where a large number of consumers are involved. Sustained interruptions of more than ten minutes duration shall be considered for judging the reliability of the system and temporary interruptions not exceeding ten minutes duration shall be ignored in computation.

The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The licensee shall compute and report the value of these indices:

a. SAIDI :

SAIDI (System Average Interruption Duration Index) is commonly referred to customer minutes of interruption and is designed to provide information about the average time the customers are interrupted.

$$SAIDI = \sum_{i=1}^n (B_i \times N_i) / N_t$$

Where,

B_i = Total duration of all sustained interruptions (each longer than 10 minutes) on i th feeder for the month

N_i = Connected load of i th feeder affected due to each interruption

N_t = Total connected load at 11kV in the Distribution licensee's supply area

n = Number of 11kV feeders in the licensee's supply area (excluding those serving predominantly agricultural load)

b. SAIFI :

SAIFI (System Average Interruption Frequency Index – sustained interruptions) is designed to give information about the average frequency of sustained interruptions per customer over a pre defined area.

$$SAIFI = \sum_{i=1}^n (A_i \times N_i) / N_t$$

Where,

A_i = Total number of sustained interruptions (each longer than 10 minutes) on i th feeder for the month

N_i = Connected load of i th feeder affected due to each interruption

N_t = Total connected load at 11kV in the Distribution licensee's supply area

n = Number of 11kV feeders in the licensee's supply area (excluding those serving predominantly agricultural load)

c. Consumers Average Interruption Frequency Index (CAIFI) :

Consumers average interruption frequency index, which shall be calculated by dividing the total number of sustained interruptions to consumers in a year by the total number of consumers served. An interruption in supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer, number of interruptions shall be equal to the number of consumers affected. The index shall be expressed as number of interruptions per consumer per year and shall be calculated annually.

$$CAIFI = \frac{\sum (I * K)}{N}$$

Where

I = Number of interruptions exceeding 10 minutes at a time for the voltage class.

K = Number of Consumers whose power supply remained 'off' as a result of such interruption.

N = Total Number of Consumers in service at the beginning of year having that class of voltage supply

* Multiplication sign

CAIFI shall be calculated for a sub-station, for a circle and for the Licensee as a whole. The index shall be expressed in number of interruptions per consumer per year.

d.

Consumers Average Interruption Duration Index (CAIDI) :

Consumers average interruption duration index, which shall be calculated by dividing the total minutes of sustained interruption in supply to consumers in a year by the total number of consumers served. The index shall be expressed as number of minutes of interruption per consumer per year and shall be calculated annually.

$$CAIDI = \frac{\Sigma(P * K)}{N}$$

Where

P = Duration of interruptions exceeding 10 minutes at a time for the voltage class.

K = Number of Consumers whose power supply remained 'off' as a result of such interruption.

N = Total Number of Consumers in service at the beginning of year having that class of voltage supply.

* Multiplication sign

CAIDI shall be calculated for a sub-station, for a circle and for the Licensee as a whole. The index shall be expressed in interruption minutes per consumer per year.

While calculating the SAIFI, SAIDI, CAIFI and CAIDI indices, the following types of interruptions shall not be taken into account:

- (a) Planned outages
- (b) Temporary interruptions of duration less than ten minutes
- (c) Outages due to failure of upstream power system including generation and transmission network.
- (d) Outages due to Force Majeure reasons beyond the Licensee control like fire, earthquake, floods, storms, and riots.

Within six months of coming these regulations into force Licensee shall declare Reliability Index (RI) in the form of SAIDI & SAIFI in its area of supply and shall

publish it in local newspaper having wide circulation in that area. The Reliability Index shall cover all cities and towns up to the District Headquarter towns as also for rural area.

The Commission shall fix benchmark for standards of reliability on the basis of data collected for one year and revise the levels to be achieved from time to time for ensuring improvement in the performance of the Licensee.

e. Voltage Variation Limits :

Licensee shall ensure that long duration voltage variation at the point of commencement of supply to consumer as defined in Indian Electricity Rules, 1956, shall not vary from the declared voltage as below:

Type of supply and declared voltage	Variation maximum limit %	Variation minimum limit %
230 Volts single phase 50 Hz AC supply	6% of declared voltage	6% of declared voltage
400 Volts three phase 50 Hz AC supply	6% of declared voltage	6% of declared voltage
11000 Volts three phase 50 Hz AC supply	6% of declared voltage	9% of declared voltage
33000 Volts three phase 50 Hz AC supply	6% of declared voltage	9% of declared voltage

f. Neutral Voltage displacement :

Licensee shall ensure that the neutral point voltage of the all 33/11 kV and 11/0.4 kV transformers with respect to earth will not have potential greater than 2% and 5% respectively of the no load phase-phase voltage of the transformer.

g. Voltage unbalance :

The Voltage unbalance shall not exceed the following limits:

Voltage Level	Limit of voltage unbalance	Implementation Stage
33 kV level	3%	As specified by CEA Grid Connectivity Regulation 2004
11 kV level	3.5%	As specified by CEA Grid Connectivity Regulation 2004

The Voltage unbalance shall be measured at sub-stations provided with measuring instruments having accuracy class within 1% limit.

h. Harmonics in supply voltage :

The harmonic distortion shall not exceed the following limits:

- At 33 KV: a total harmonic distortion of 3% with no individual harmonic higher than 2.5%
- At 11 KV: a total harmonic distortion of 3.5% with no individual harmonic higher than 2.5%

The measurement of harmonic order in distribution system shall be on sample basis at an interval of 6 months at strategic such inter-connection points which it consider prone to harmonic voltage generation. The Licensee will compile a list of all metering points, which are prone to harmonic generation for taking remedial measures and shall furnish the report indicating corrective action. The Licensee shall take adequate measures to prevent harmonics induction in the distribution system from consumer load side equipments like Induction & Arc Furnace, electromagnetic equipment such as X-ray machines etc.

i. Frequency Deviation :

The Rule 55 of the Indian Electricity Rules, 1956 specify that frequency of AC supply to a consumer shall not vary more than 3 per cent of declared frequency. The Licensees have statutory obligation to ensure the same.

Limits as per IE Rules 1956	Frequency /
Upper Limit	51.5 Hz
Lower Limit	48.5 Hz

SCHEDULE – II

[See regulation 2(13)5(2) and 13]

BACK-UP STANDARDS FOR RESPONSIBILITY CENTRE

	Performance Measure	Target levels	Effect Measured	Data Sources/ Responsibility	Reporting Periodicity	Implementation Phasing
	Pre Requisites :					
1	Establishment. of call centres		Time Schedule	Board/Nodal Officer	Bimonthly	As per Schedule-I

	Performance Measure	Target levels	Effect Measured	Data Sources/ Responsibility	Reporting Periodicity	Implementation Phasing
2	Establishment of Meter Relay Testing Teams (On site testing, MRI downloads)	6 teams per month	Detection of defective/ slow/burnt meters	Board/Nodal Officer	Quarterly	Six months
3	Establishment of Human Resource Database	3 months – out sourcing	Time Schedule	Board/Nodal Officer	Bimonthly	Immediately
	Consumer Services:					
1	No. of complaint received per year to total number of consumers (%)	0.5%	Service Quality	Complaint Registers at Complaint Centre or Consumer Call Centre	Quarterly	Immediately
2	Ratio of staff attending complaints per thousand consumers (Skilled /Unskilled staff separately identified)	1	Adequacy of complaint staff for consumer services	Estb. Records/HR Database	Quarterly	Immediately
3	No. of payment processing points (Office, Site, Any Other means)	350	Customer orientation of the utility	Estb. Records/HR Database	Quarterly	Immediately
	System Reliability:					
1	Availability of manpower (Across Cadres), equipments to conduct the study	5	SAIFI, SAIDI, CAIDI & CAIFI Study	System Planning	Quarterly	Immediately

	Operational Performance:					
1	Energy Auditing – Feeder wise		Loss levels	System Planning	Monthly	Immediately
2	Loss estimation of Technical & commercial across voltage levels and consumer categories	12 months for Board	Loss levels	System Planning	Monthly	Immediately
3	Unplanned outage/total outage (Fault breakdown / total outage)	<10%	Relative impact of outage plan for maintenance in minimizing fault breakdown	SE (operation circle)	Monthly	Immediately
4	Annual replacement rate of Distribution transformers (%): (Distribution Transformers replaced / Transformers in service)	2%	Effectiveness of preventive maintenance and protection provided	SE (operation circle)	Quarterly	Immediately
5	Phased unmanning of distribution Sub-stations	Linked to retiring personnel	Automation	SE (operation circle)	Quarterly	Immediately
	Metering, Billing and Collection :					
1	Number of Meters per Meter Reader (a) Urban (b) Rural	Depends on meter reading cycle	Adequacy of meter reading staff	HR Database	Quarterly	Immediately
2	Number of meter readings done per meter reader per month (a) Urban (b) Rural	100 per day 50 per day	Productivity	Sub-divisions	Quarterly	Immediately

3	Meters defective & damaged / Meters in service	5%	Adequacy of meters technology and life expectancy of meters	Meter Testing Lab and Consumer service records	Quarterly	Immediately
4	Average level of customer arrears (days/customer)	90	Collection efficiency	Revenue Registers/ Billing Database	Quarterly	Immediately
5	Number and amount involved in customer litigation cases	<0.5 % of revenue from SOP	Quality of service, Customer responsiveness	O&M Circle	Monthly	Immediately
6	Infusion of Technology (Spot Billing Machine, Pre Paid Meters, Internet Banking, ECS, etc) Number of computerized bills/Number of manual bills		Technology Adoption	Circle Heads	Quarterly	Immediately
Human Resource Management :						
1	Employees per 1000 customers	16 (Gradually should decrease)	Employee Strength	HR Database	Quarterly	Immediately
2	Employee cost per unit of retail sales	1.00	Labor cost efficiency	Financial records	Half Yearly	Immediately
3	Training participation days per employee	Once in every 3 years	Adequacy of training	HR / Training records	Half Yearly	Immediately
4	Terminal Liabilities Evaluation	3 months-out side actuary valuation outsourcing	Future cost implications	Secretary of Board	Yearly	Immediately

	Financial & Material Management:					
1	Annual capital expenditure/net book value		Financial Efficiency	Accounts	Yearly	Immediately
2	Distribution cost/Energy sales across consumer categories	< Re 1	Operational Efficiency and Cost control	Accounts	Yearly	Immediately
3	Employee cost as a percentage of total cost	20%	Employee Productivity	Accounts	Yearly	Immediately
4	Operating expenses / Revenue from Sale of power	<20%	Financial Efficiency	Accounts	Yearly	Immediately
5	Cost of capital	12%	Financial Efficiency	Accounts	Yearly	Immediately
6	Debt Service Coverage Ratio	> 1	Financial Efficiency	Accounts	Yearly	Immediately
7	Stores Inventory/1000 Km of distribution lines	0.5 Cr	Financial Efficiency	Accounts	Yearly	Immediately
8	Working Capital to Revenue from Sale of power	< 8%	Financial Efficiency	Accounts	Yearly	Immediately

Engineering Resources Management – To be operational at the circle level with the overall responsibility of the Superintendent Engineer:

	Performance Measure	Target Level	Data Sources/ Responsibility Centre	Reporting Periodicity	Implementation Phasing
	Pre Requisites				
	Reorganisation of the operational circles on functional lines				
A	Construction Norms (per Km)				
1	33 kV Line work				
	(a) Man days for Lineman	7	Estb. Records/HR Database	Quarterly	Six months
	(b) Man days for Helpers & Unskilled Workers	135	Muster Rolls/ Estb. Records/HR Database	Quarterly	Six months
2	11 kV Line work				
	(a) Man days for Lineman	5	Estb. Records/HR Database	Quarterly	Six months
	(b) Man days for Helpers & Unskilled Workers	60	Muster Rolls/ Estb. Records/HR Database	Quarterly	Six months
3	LT Line work				
	(a) Man days for Lineman	5	Estb. Records/HR Database	Quarterly	Six months
	(b) Man days for Helpers & Unskilled Workers	60	Muster Rolls/ Estb. Records/HR Database	Quarterly	Six months
4	33/11 kV Sub-Station Construction work				Six months
	(a) Man days for Lineman	28	Estb. Records/HR Database	Quarterly	Six months
	(b) Man days for Helpers & Unskilled Workers	180	Muster Rolls/ Estb. Records/HR Database	Quarterly	Six months
5	11 / 0.4 kV pole mounted Sub-Station Construction work				Six months
	(a) Man days for Lineman	7	Estb. Records/HR Database	Quarterly	Six months
	(b) Man days for Helpers & Unskilled Workers	42	Muster Rolls/ Estb. Records/HR Database	Quarterly	Six months

	Performance Measure	Target Level	Data Sources/ Responsibility Centre	Reporting Periodicity	Implementat ion Phasing
B	Operation & Maintenance work Norms	Per sub-station with associated lines			
1	33 kV lines (per KM), 11 kV Lines (per KM), Distribution Transformers (Number). LT lines (per KM) Maintenance Work				
	(a) No. of Line Man	1	Establishment Records/HR Database	Quarterly	Six months
	(b) No. of Helpers	4	Establishment Records/HR Database	Quarterly	Six months
	(c) Other Skilled Workers	1	Establishment Records/HR Database	Quarterly	Six months
	(d) Unskilled workers	4	Establishment Records/HR Database	Quarterly	Six months

Note:— The Sub-station staffing would depend on the number of transformers and number of feeder base in a sub station

SCHEDULE – III

(See regulations 2(13)5(2)7(1) and 13)

COMPLAINT HANDLING MECHANISIM AND PROCEDURE FOR GUARANTEED STANDARDS OF PERFORMANCE

The Distribution Licensees shall observe the following procedure for receiving complaints, handling such complaints and establishing violation of Guaranteed Standards of Performance specified by the Commission as per Schedule I.

Procedure for Lodging of Complaints :

Nature of Complaints	Place to lodge the complaints	Mode & Registration	Primary responsibility	Appellate authority
<p>Complaint regarding</p> <p>(a) Interruptions</p> <p>(b) breakdown in power supply</p> <p>(c) failure of power supply</p> <p>(d) fuse-blow off and</p> <p>(e) other faults in power supply</p>	<p>(a) <u>In Urban areas :</u></p> <p>Complaints can be lodged either in writing or through telephone or in person at the Consumer Call Centre/ Complaint Centres/Section Offices/Sub-Division/Division Offices of the Licensee :</p> <p>(b) <u>In the rural areas :</u></p> <p>Complaint can be made in writing or in person or through telephone if available. Complaint Centres are located at section headquarters in rural areas and manned during the day shift only. The complaints can be lodged either at Complaint Centres/"Beat Centres"/ Consumer Call Centre/ 33kV Sub-station of Licensee.</p>	<p>Complaints to mention name, address, and consumer account number along with brief description of problems faced. The recipient official shall register the complaint and issue a complaint number in every case.</p> <p>Where computerized consumer call centre exist the Complaints shall be registered directly in computer database with issuance of docket number.</p>	<p>Junior Engineer or authorised technical staff for execution</p> <p>Sub-Divisional Officer for supervisory responsibility</p>	<p>Next higher authority for non-response or inadequate response within the time period</p>
<p>(a) Voltage Unbalance</p> <p>(b) Voltage Variation</p> <p>(c) Neutral Voltage Displacement</p>	<p>(a) <u>In Urban areas</u></p> <p>Complaints can be lodged either in writing or through telephone or in person at the Consumer Call Centre/ Complaint Centres/Section Offices/Sub-</p>	<p>If the voltage complaints is lodged directly with the Sub-Divisional/Divisional Office shall be passed on to Complaint Centre for</p>	<p>Junior Engineer or authorised technical staff for execution Sub-Divisional Officer for</p>	<p>Next higher authority for non-response or inadequate response within the time period</p>

Nature of Complaints	Place to lodge the complaints	Mode & Registration	Primary responsibility	Appellate authority
(d) Frequency Deviation	<p>Division/Division Offices of the Licensee</p> <p>(a) <u>In the rural areas</u></p> <p>Complaint can be made in writing or in person or through telephone if available. Complaint Centres are located at section headquarters in rural areas and manned during the day shift only. The complaints can be lodged either at Complaint Centres/"Beat Centres"/ Consumer Call Centre/ 33kV Sub-station of Licensee.</p>	<p>action and entering in the appropriate register and written acknowledgement sent to the complainant consumer.</p> <p>The official on duty at the Complaint Centre shall register the complaint and issue a complaint number in every case.</p> <p>Where computerized consumer call centre exist the Complaints shall be registered directly in computer database with issuance of docket number.</p>	supervisory responsibility	
<p>Metering problems</p> <p>(a) defective</p> <p>(b) dead-stop</p> <p>(c) slow</p>	Complaints can be lodged either in writing or through telephone or in person at the Consumer Call Centre/ Complaint Centres/Section Offices/Sub-Division/ Division Offices of the Licensee	All Complaint on meters shall be recorded in a separate Meter Complaint Register maintained at Sub-divisional office for this	Sub-Divisional Officer for taking action on complaint.	Sr. Executive Engineer for non-response or inadequate response within the time period

Nature of Complaints	Place to lodge the complaints	Mode & Registration	Primary responsibility	Appellate authority
<p>(d) fast meters,</p> <p>(e) shifting of meter</p>		<p>purpose.</p> <p>After recording particulars of complaints in Meter Complaint Register a number shall be allotted to each complainant.</p>		
<p>Billing Problems</p> <p>(a) wrong billing,</p> <p>(b) excess billing,</p> <p>(c) application of improper tariff and</p> <p>(d) all other matters related to billing and payments</p>	<p>Complaints shall be made as under.</p> <p>(a) Subdivision Office - All categories of consumers with connected load less than 100KW and Bulk Supply & WPS consumers shall</p> <p>(b) Operation Circle- Other Categories of consumers.</p> <p>Complaints can also be lodged either in writing or through telephone or in person at the Consumer Call Centre</p>	<p>All consumers' queries and complaints regarding charges/payment shall be responded to immediately and technical corrections if possible to be made on the spot.</p> <p>Complaint shall be registered in the Sub-Division/ Circle Office in the appropriate register and the complaint number allotted to the consumer with written intimation to</p>	<p>Sub-divisional Officer</p> <p>Sr.Executive Engineer (Commercial) Operation Circle</p>	<p>Sr.Executive Engineer (Commercial) Operation Circle</p> <p>Superintending Engineer (OP)</p>

Nature of Complaints	Place to lodge the complaints	Mode & Registration	Primary responsibility	Appellate authority
		him.		
New connection, Reconnection of power supply to the consumer disconnected for non-payment/default in payment	<p>Complaints shall be made as under.</p> <p>(a) Subdivision Office - All categories of consumers with connected load less than 100KW and Bulk Supply & WPS consumers shall</p> <p>(b) Operation Circle- Other Categories of consumers.</p> <p>Complaints can also be lodged either in writing or through telephone or in person at the Consumer Call Centre</p>	<p>Complaint shall be registered in the Sub Division/ Circle Office in the appropriate register and the complaint number allotted to the consumer with written intimation to him.</p>	<p>Sub-divisional Officer</p> <p>Sr. Executive Engineer (Commercial) Operation Circle</p>	<p>Sr. Executive Engineer (Commercial) Operation Circle</p> <p>Superintending Engineer (OP)</p>

Guidelines for complaint handling by the Licensee :

General Guidelines to Consumers for Lodging Complaints	<ol style="list-style-type: none"> 1. The complaint letter must be simple, straightforward and short. The first paragraph should grab the reader's attention and let him or her know exactly what the letter is about. 2. Use words that you would use in everyday speech. 3. Thoughts should be clearly grouped in paragraphs. Give all the information that is required, but nothing more.
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Guidelines for complaint handling by the Licensee :

General Complaint Handling Procedure for supply interruptions and breakdown in power supply.

1. Operator on duty shall enter the details of complaints in Complaint Register and assign a registration number to each complaint and in case of computerised call centres, automated docket number generated by the system will be issued.
2. Complaint shall be assigned to the field staff whose names shall be entered in the Complaint Register in the appropriate column with clear instructions to attend to the complaint within the stipulated time reckoned from the time of registration of the complaint.
3. The Line Staff after restoring the supply shall record compliance in the Complaint Register in the appropriate column and hand over report to the authorized person/J.E. The exact time of restoration of supply shall be entered in the Register.
4. If the supply could not be restored within stipulated period the matter shall be brought to the notice of J.E. in charge of the Section. Appropriate entries shall be made in Complaint Register the reasons and recommended action.
5. J.E. would take immediate steps to ensure that the supply is restored in the shortest possible time and also report to his S.D.O. the reasons for delay in restoration of supply. If the supply remains still interrupted the matter shall be brought to the notice of S.D.O. who shall ensure that the supply is restored immediately without any further loss of time.
6. In case the complaint is not rectified within 24 hours in urban area/48 hours in rural area, the complainant consumer may lodge the complaint either in writing or on telephone to S.D.O., who would take immediate action for the restoration of supply.
7. S.D.O. shall investigate the reasons for delay in attending to the complaint beyond the stipulated period, with a view to fix the responsibility, and submit his investigation report to the Sr. Executive Engineer, within 30 days of lodging the complaint, by associating the complainant consumer in the investigation.
8. S.D.O./Sr. Ex. Engineer shall *suo moto* maintain the compliance of the procedure and the guaranteed standard in respect of Main Fuse Failure/Supply Interruption.
9. No disconnection shall be affected on week end days or day before the holiday after 2:00 PM.

Guidelines for complaint handling by the Licensee :**General Complaint Handling Procedure for voltage problems**

The voltage complaints shall generally fall in the following headings: On account of transformer fuse failure, On account of loose jumper(s), Load imbalance on distribution transformer, Transformer tap setting and System constraints.

The voltage complaint shall be investigated and attended by the concerned field staff within 24 hours of lodging of complaint. If the field staff is not able to solve the problem the matter shall be reported to the J.E., who shall take following action:

- (a) J.E. shall investigate the complaints of low/high voltage with the help of appropriate instruments viz. Voltmeter, recording type voltmeter, during off peak and peak hours and appropriate action taken to solve the problem, if possible, by replacement of HT fuse/ balancing of load, re-setting of tap switch, reorganization of LT system etc. etc.
- (b) Where none of the above is possible or the problem is beyond the control of the J.E. in charge, he shall report the matter to his S.D.O. within 7 days of the date of complaint giving the reasons for not being able to solve the problem at his level, and if it requires augmentation of the system.
- (c) S.D.O. will study the report of J.E. and explore the possibility of connecting the affected system through alternative transformer/feeders through other sections, relocation of transformer etc. and submit the report to the Sr. Executive Engineer.
- (d) The Sr. Executive Engineer will examine the matter at his level with reference to the working programme, budget and overall priorities.
- (e) A substantive reply to the complainant consumer then shall be furnished within the stipulated period reckoned from the date of his complaint. The reply must discuss whether the complaint has been removed or shall be removed giving time frame and the availability of material and funds etc.
- (f) Where the reply is not sent within the stipulated period the matter shall be investigated by the S.E., with a view to fix the responsibility, and submit his report to the C.E. in Form-VIIIB, by associating the consumer in investigation within 60 days of lodging the complaint.
- (g) The S.D.O./Sr. Executive Engineer/S.E. *suo moto* shall monitor the compliance with regard to the guaranteed standards in voltage complaints and the cases of delay in sending substantive replies to the complainant consumer.



राजपत्र, हिमाचल प्रदेश (असाधारण)

हिमाचल प्रदेश राज्य शासन द्वारा प्रकाशित

शिमला, मंगलवार, 5 जुलाई, 2005/14 आषाढ़, 1927

हिमाचल प्रदेश सरकार

आबकारी एवं कराधान विभाग

अधिमूचना

शिमला-2, 30 जून, 2005

संख्या ई० एक्स० एन०-एफ० (21)-2/2001-प्रकीर्ण.—हिमाचल प्रदेश के राज्यपाल, पंजाब पुनर्गठन अधिनियम, 1966 (1966 का 31) की धारा 5 के अधीन हिमाचल प्रदेश को अन्तर्गत राज्य क्षेत्रों में यथा प्रवृत्त पंजाब ऐक्साईज ऐक्ट, 1914 (1914 का 1) की धारा 31 और 32 द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए, समय-समय पर यथा संशोधित पंजाब ऐक्साईज फिसकल आर्डरज, 1932 (जिन्हें इसमें इसके पश्चात् “उक्त आर्डरज” कहा गया है) में तुरन्त प्रभाव से निम्नलिखित और संशोधन करते हैं, अर्थात्:—

संशोधन

In Col. 3 against item No. 6 (e) of order 1 of “said orders” for the figure and sign “2.00”, the figure and sign “3.00” shall be substituted.

आदेश द्वारा;

हस्ताक्षरित/-
प्रधान सचिव।

[Authoritative English text of this department Notification No. EXN-F (21)-2/2001-Misc. dated 30th June, 2005 as required under Article 348 (3) of the Constitution of India].

EXCISE AND TAXATION DEPARTMENT

NOTIFICATION

Shimla-2, the 30th June, 2005

No. EXN-F (21)-2/2001-Misc.—In exercise of the powers conferred by sections 31 and 32 of the Punjab Excise Act, 1914 (1 of 1914) as in force in the territories transferred to Himachal Pradesh under section 5 of the Punjab Re-organization Act, 1966 (31 of 1966) the Governor, Himachal Pradesh is pleased to order the following further amendments in the Punjab Excise Fiscal Orders, 1932, as amended from time to time (hereinafter called the “said orders”) with immediate effect, namely:—

AMENDMENT

In Col. 3 against item No. 6 (e) of order 1 of “said orders”, for the figure and sign “2.00”, the figure and sign “3.00” shall be substituted.

By order,

Sd/-
Pr. Secretary.